

**Scéim faoi Alt 11  
de Acht na dTeangacha  
Oifigiúla 2003**

**2005 - 2008**

**Samhain 2005**



**Scheme under Section 11  
of the Official Languages  
Act 2003**

**2005 - 2008**

**November 2005**



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# Caibidil 1: Réamhrá agus Cúlra

## Ullmhú na Scéime

Is í príomh-aidhm Acht na dTeangacha Oifigiúla ná a chinntiú go mbíonn fáil níos fearr ar sheirbhísí poiblí trí Ghaeilge agus go mbíonn na seirbhísí sin ar chaighdeán níos airde. Iarracht is ea Acht na dTeangacha Oifigiúla ar éifeacht reachtúil, chomh fada is a bhaineann le soláthar seirbhísí poiblí, a thabhairt do Alt 8 den Bhunreacht mar seo a leanas:

- Ós í an Ghaeilge an teanga náisiúnta is í an phríomhtheanga oifigiúil í
- Glactar leis an Sacs-Bhéarla mar theanga oifigiúil eile
- Ach féadfar socrú a dhéanamh le dlí d'fhonn ceachtar den dá theanga sin a bheith ina haon-teanga le haghaidh aon ghnó nó gnóthaí oifigiúla ar fud an Stáit ar fad nó in aon chuid de.

Tá foráil déanta ag Alt 11 de Acht na dTeangacha Oifigiúla 2003 do scéim reachtúil a ullmhóidh comhlachtaí poiblí ag cur síos go mion ar na seirbhísí a sholáthróidh siad:

- Trí mheán na Gaeilge
- Trí mheán an Bhéarla, agus
- Trí mheán na Gaeilge agus an Bhéarla.

Treiseoidh an scéim seo tiomantas na Roinne do thacú leis an nGaeilge mar a leagtar amach san Acht Oideachais, 1998 le Prionsabal na Seirbhíse ar Ardchaighdeán do Chustaiméirí maidir le Comhionannas na dTeangacha Oifigiúla. Beidh na seirbhísí atá ar fáil trí Ghaeilge faoi láthair mar ionad tosaithe ag an scéim. Léiríonn an scéim na réimsí ina gcuirfidh an Roinn tuilleadh feabhais ar a seirbhísí sna todhcháí.

## Dáta tosaithe na Scéime

Tá an scéim seo daingnithe ag an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta. Beidh tús leis an scéim le héifeacht ó 1 Nollaig 2005 agus beidh sí i bhfeidhm go ceann tréimhse trí bliana ón dáta sin nó go dtí go ndaingneofar scéim nua.

## Forbhreathnú ar Sheirbhísí na Roinne Oideachais agus Eolaíochta

### Misean

Is é misean na Roinne Oideachais agus Eolaíochta ná ardchaighdeán oideachais a chur ar fáil

- a chuirfidh ar chumas daoine aonair a n-acmhainn iomlán a bhaint amach agus a bheith rannpháirteach go hiomlán mar bhaill den tsochaí, agus
- a chuideoidh le forbairt shóisialta, chultúrtha agus eacnamaíoch na hÉireann.

# Chapter 1: Introduction and Background

## Preparation of the Scheme

The primary objective of the Official Languages Act is to ensure better availability and a higher standard of public services through Irish. The Official Languages Act seeks to give legislative effect, insofar as the delivery of public services is concerned, to Article 8 of the Constitution as follows:

- Irish language as the national language is the first official language
- The English language is recognised as a second official language
- Provision may, however, be made by law for the exclusive use of either of the said languages for any one or more official purposes, either throughout the State or any part thereof.

Section 11 of the Official Languages Act 2003 provides for the preparation by public bodies of a statutory scheme detailing the services they will provide:

- Through the medium of Irish
- Through the medium of English, and
- Through the medium of Irish and English.

This scheme will reinforce the commitment of the Department to support the Irish language as set out in the Education Act 1998 and the Quality Customer Service Principle for Official Languages Equality. The scheme will adopt as a starting base, the services currently available through Irish. Areas for future enhancement of the service provided by the Department are identified in the scheme.

## Commencement date of Scheme

This scheme has been confirmed by the Minister for Community, Rural and Gaeltacht Affairs. The scheme is commenced with effect from 1st December 2005 and shall remain in force for a period of three years from this date or until a new scheme has been confirmed.

## Overview of the Department of Education and Science Services

### Mission

The mission of the Department of Education and Science is to provide for high quality education, which will:

- Enable individuals to achieve their full potential and to participate fully as members of society, and
- Contribute to Ireland's social, cultural and economic development.

## Spríocanna Ardleibhéil na Roinne

1. Cuirfimid oideachas ar fáil a oireann do riachtanais phearsanta, shóisialta, chultúrtha agus eacnamaíocha an duine aonair.
2. Tacóimid, tríd an oideachas, le sochaí uilechuimsitheach shóisialta agus le comhionannas deiseanna do gach duine.
3. Cuideoidimid le rathúnas eacnamaíoch, le forbairt agus le hiomaíocht idirnáisiúnta na hÉireann.
4. Beimid ag iarraidh caighdeán agus cáilíocht an oideachais a fheabhsú agus cuirfimid na cleachtais is fearr ar fáil sna seomraí ranga, sna coláistí agus i lárionaid oideachais eile.
5. Tacóimid le soláthar oideachais trí ardchaighdeán i bpleanáil, i gceapadh beartais agus i seirbhísí do chustaiméirí.

## Custaiméirí agus Seirbhísí na Roinne

Bíonn chuile dhuine rannpháirteach sa chóras oideachais, go díreach nó go hindíreach, tráth éigin dá saol, mar mhacéinn, mar thuismitheoir, mar mhúinteoir, mar fhostaitheoir, mar fhostaí, nó mar bhall den chomhlúadar. Ina theannta sin, glacann mórán daoine páirt mar bhaill de Chumann Tuismitheoirí, Boird Bhainistíochta Scoile, comhlachtaí ceannais Institiúidí Tríú-leibhéil agus Coistí Gairmoideachais nó comhlachtaí eile a bhfuil páirt acu i bhforbairt agus soláthar seirbhísí a bhaineann le hoideachas.

Cé go mbíonn an Roinn rannpháirteach i soláthar réimse uileghabhálach seirbhísí do níos mó ná milliún macéinn, formhór na ngnóthaí díreacha a dhéanann micléinn leis "an gcóras", is le soláthróirí na seirbhísí seo - scoileanna, coláistí agus ollscoileanna - agus ní leis an Roinn fhéin a dhéanann siad iad. Mar thoradh air sin, is iad soláthróirí na seirbhíse oideachais, i.e., múinteoirí, lucht bainistíochta scoile agus coláiste, agus eagraíochtaí a sholáthraíonn seirbhísí oideachais. Is iad na hearnálacha bunscóile agus iarbhunscoile an bunachar custaiméirí is mó atá ag an Roinn. Tá céatadán beag de Ghaelscoileanna agus scoileanna Gaeltachta ann. Is é seo leanas na mionsonraí:

## Earnáil Bhunscoile (figiúirí 2004 Earnáil)

Líon Iomlán na mBunscoileanna	Scoileanna Gaeltachta	Gaelscoileanna
3283	130 (3.96%)	130 (3.96%)
Líon Iomlán Ceapachán Múinteoirí	Ceapacháin do scoileanna Gaeltachta	Ceapacháin do Ghaelscoileanna
27,027	567 (2.09%)	1171 (4.33%)
Ceapacháin Foirne Eile seachas Múinteoirí – Cúntóirí do Riachtanas Speisialta	Scoileanna Gaeltachta	Gaelscoileanna
5427	88 (1.62%)	106 (1.95%)

## The Department's High-Level Goals

1. We will deliver an education that is relevant to individuals' personal, social, cultural and economic needs.
2. We will support, through education, a socially inclusive society with equal opportunity for all.
3. We will contribute to Ireland's economic prosperity, development and international competitiveness.
4. We will seek to improve the standard and quality of education and promote best practice in classrooms, schools, colleges and other centres for education.
5. We will support the delivery of education by quality planning, policy formulation and customer service.

## The Department's Customers and Services

Everyone has a direct or indirect involvement in the education system at some stage in their lives, whether as a student, a parent, a teacher, an employer, an employee, or as a member of the community. In addition, many people contribute as members of Parent Associations, School Boards of Management, the governing bodies of Third-level Institutions and Vocational Education Committees or other bodies involved in the development and delivery of education related services.

Although the Department is involved in providing a comprehensive range of services for over one million students, most of the direct dealings students have with the "system" are with schools, colleges and universities - the providers of these services - and not with the Department. As a result, the Department's main customers are the education service providers, i.e., teachers, management of schools and colleges, and organisations providing education services. The Department's largest customer base is the primary and post primary school sectors. There is a small percentage of all-Irish schools and schools in the Gaeltacht. Details as follows:

## Primary School Sector (figures 2004)

Total Number of Primary Schools	Gaeltacht Schools	All-Irish Schools
3283	130 (3.96%)	130 (3.96%)
Total No. of Teacher appointments	Appointments to Gaeltacht schools	Appointments to All-Irish schools
27,027	567 (2.09%)	1171 (4.33%)
Non Teaching Appointments – Special Needs Assistants	Gaeltacht schools	All-Irish schools
5427	88 (1.62%)	106 (1.95%)

## Earnáil Iarbhunscoile (figiúirí 2004)

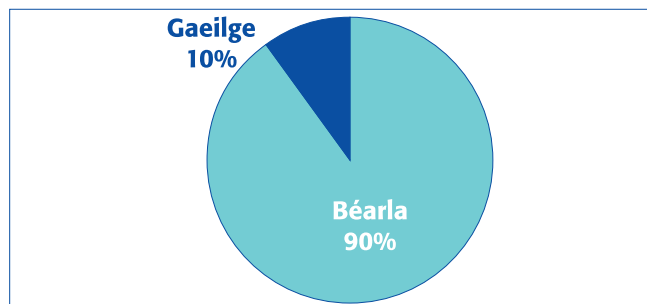
Lion iomlán na nIarbhunscoileanna	Scoileanna Gaeltachta & Gaelscoileanna
742	45 (6%)
Ceapacháin Múinteoirí (ar a n-áirítear an leithdháileadh do scoileanna Gaeltachta agus Gaelscoileanna)	Scoileanna Gaeltachta & Gaelscoileanna
24, 799*	342.73 (gan Coistí Gairmoideachais a chur san áireamh)
Leithdháilí Cúntóirí Riachtanas Speisialta (ar a n-áirítear leithdháileadh do scoileanna Gaeltachta agus Gaelscoileanna)	Scoileanna Gaeltachta & Gaelscoileanna
465.93	8.22** (gan Coistí Gairmoideachais a chur san áireamh)

## An Próiseas Comhairliúcháin

D'fhoilsigh an Roinn ullmhú na scéime ar na nuachtáin náisiúnta go léir agus ar ár suíomh gréasáin. Fuarthas aighneachtaí ó 25 daoine/eagraíochtaí agus tá siadsan foilsithe ar an suíomh gréasáin anois ag [www.education.ie](http://www.education.ie)

Soláthraíonn an Roinn seirbhís oifige phárolla do níos mó ná 60,000 ball foirne scoile, bídis sa tseirbhís nó scortha as. Bhíomar tar éis suirbhé neamhspleách a choimisiúnú, níos luaithe i 2004, d'fhoireann múinteoireachta agus foireann eile a íoctar trí sheirbhís phárolla na Roinne. Ba é príomhaidhm an taighde a fháil amach cérbh é meas na ndaoine ar an tseirbhís agus cérbh iad na réimsí ina raibh feabhsú ag teastáil. Bhreathnaigh an suirbhé ar sholáthar seirbhísí trí mheán na Gaeilge.

Is iad seo a leanas na ceisteanna agus an anailís ar na freagraí:



An ndéanann tú cumarsáid leis an Rannán Párolla trí Ghaeilge nó trí Bhéarla faoi láthair?

Ról	Inscne
Múinteoir Bunscoile	10%
Múinteoir Iarbhunscoile	9%
Riachtanais Speisialta ar bith	3%
Scortha	15%
Méid na Scoile	Aois
Beag	11%
Measartha	11%
Mór	6%
Fireann	17%
Baineann	7%
20-24	14%
25-34	10%
35-44	7%
45-54	8%
55-64	11%
65+	15%

Dá mbeadh do rogha agat, ciacu ab fhearr leat do chomhfhreagras a bheith agat leis an Rannán Párolla trí Ghaeilge nó trí Bhéarla?

## Post Primary School Sector (figures 2004)

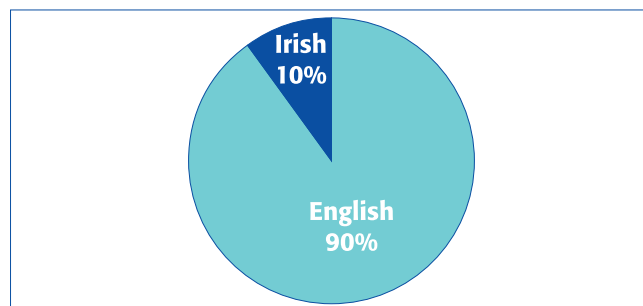
Total Number of Post Primary Schools	Gaeltacht & All-Irish Schools
742	45 (6%)
Teacher appointments (including allocation to Gaeltacht & All-Irish Schools)	Gaeltacht & All-Irish
24, 799*	342.73 (excluding VECs)
Special Needs Assistant Allocations (including allocation to Gaeltacht & All-Irish schools)	Gaeltacht & All-Irish
465.93	8.22** (excluding VECs)

## Consultation process

The Department publicised the preparation of the scheme in all the national newspapers and on our website. Submissions were received from 25 individuals/organisations and are now published on the Department's website at [www.education.ie](http://www.education.ie)

The Department provides a payroll bureau service to over 60,000 current or retired school staff. In 2004, we commissioned an independent survey of teaching and non-teaching staff paid through the Department's payroll service. The overall research objective was to establish how the service was viewed and identify any grounds for improvement. The survey looked at the provision of services through the Irish Language.

The questions and analysis of responses are as follows:



Do you currently communicate with the Payroll Division through Irish or English?

Role	Gender
Primary Teacher	10%
Secondary Teacher	9%
Any Special Needs	3%
Retired	15%
School Size	Age
Small	11%
Medium	11%
Large	6%
Male	17%
Female	7%
20-24	14%
25-34	10%
35-44	7%
45-54	8%
55-64	11%
65+	15%

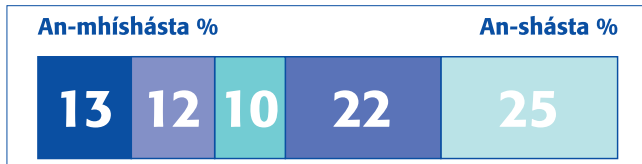
If you **could** have your correspondence with the Payroll Division through English or Irish, which would you prefer?

\* Is ionann an figiúr seo agus líon iomlán na bpost atá coibhéiseach le múinteoir lánaimseartha a leithdháileadh sa scoilbhliain 2003/04 agus cuimsiann sé an leithdháileadh do Ghaelscoileanna agus scoileanna Gaeltachta.

\*\* Is ionann an figiúr seo agus líon iomlán na bpost atá coibhéiseach le múinteoir lánaimseartha agus na bpost mar chúntóirí riachtanas speisialta a leithdháileadh do Ghaelscoileanna agus scoileanna Gaeltachta.

\* This figure represents the total number of whole-time teacher equivalent posts allocated in the 2003/2004 school year and includes the allocation to All-Irish and Gaeltacht schools

\*\* This figure represents the number of whole-time teacher equivalent and special needs assistant posts allocated to Gaeltacht and All-Irish schools



Cé chomh sásta is atá tú leis an tseirbhís a fhaigheann tú ón Rannán Párolla i nGaeilge?\*

### Suirbhé den Roinn

Rinne an Roinn suirbhé uileghabhálach ar fhoireann riaracháin agus proifisiúnta chun na seirbhísí a sholáthraímid trí Ghaeilge faoi láthair a mheasúnú agus chun meastachán a fháil ar an éileamh ar sheirbhísí trí Ghaeilge. Ba mhion-mheasúnú leathan é seo de leibhéal na seirbhíse trí Ghaeilge atá ar fáil faoi láthair, den éileamh ar sheirbhís mar a bhí i 2004, den chumas atá ann seirbhísí a sholáthar trí Ghaeilge, den suim san oiliúint, agus de na pleananna chun seirbhísí a fheabhsú. Chuir an suirbhé le heolas na ndaoine ar fud na Roinne i dtaobh foralácha Acht na dTeangacha Oifigiúla agus forbairt scéim na Roinne.

Léirigh an suirbhé nach bhfuil ach cumas cúng ag rannóga riaracháin na Roinne seirbhísí a chur ar fáil trí Ghaeilge. Sa suirbhé dúirt níos lú ná 3% den fhoireann riaracháin agus thart ar 40% den Chigireacht go raibh siad líofa sa Ghaeilge. Tá thart ar 50% de bhaill na foirne sa tSeirbhís Síceolaíochta ag soláthar páirt-sheirbhíse trí Ghaeilge. Beidh an t-eolas ar leibhéal na seirbhíse atá ar fáil faoi láthair ina bhunús do na feabhsúcháin a dhéanfaimid thar thréimhse na scéime.

Tá suim forleathan ann i bhfoghlaim scileanna na Gaeilge agus dúirt 37% den bhfoireann go bhfuil fonn orthu freastal ar chúrsaí oiliúna sa Ghaeilge agus 16% díobh go bhfuil siad toilteanach freastal ar chúrsaí oiliúna lasmuigh de uaire oifige.

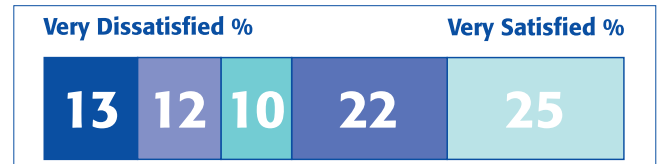
Tagann formhór an éilimh ar sheirbhísí ó Ghaelscoileanna agus scoileanna sa Ghaeltacht. Cé go bhfuil baint ag beagnach chuile rannóg i soláthar seirbhísí do na scoileanna ina labhraítear Gaeilge, ní féidir seirbhís dhá-theangach a chur ar fáil agus an inniúlacht teanga mar atá sé san eagraíocht faoi láthair.

### Rudaí a rachaidh i gcion ar an Scéim

#### (1) Dílárú

Tá príomh-oifigí na Roinne díláráithe cheana féin agus oifigí lonnaithe in Áth Luain agus i dTulach Mhór. Faoin gclár nua díláráithe athlonnófar an chuid eile de oifigí na Roinne go dtí An Muileann Cearr agus Áth Luain. Má thagann toradh ar na figiúirí a foilsíodh ón tSaoráid Lárnach Iarratais beidh athrú de 90% ar fhoireann na Roinne. Ní féidir a ghealladh go bhféadfar duine atá chomh líofa céanna sa Ghaeilge a chur in ionad Gaeilgeora atá imithe as an Roinn. D'fhéadfadh an dílárú acmhainn

\* Nótáil le do thoil gur fhág 18% de iomlán na bhfreagróirí an cheist seo gan fhreagairt



How satisfied are you with the service you receive from the Payroll Division in the Irish language?\*

### Survey of the Department

The Department undertook a comprehensive survey of both administrative and professional staff to assess our current services provided through Irish and to get an estimate of the demand for services through Irish.

This was a wide ranging detailed assessment of the level of Irish service currently available, the demand for service based on 2004, the competency to provide services through Irish, the interest in training, and plans to improve services. The survey also created awareness throughout the Department about the requirements of the Official Languages Act and the development of the Department's scheme.

The survey showed that there is a limited capacity to provide services through Irish by the administrative sections in the Department. Less than 3% of the administrative staff and some 40% of the Inspectorate indicated in the survey that they are fluent in Irish. Approximately 50% of staff in the Psychological Service staff are delivering a partial service through Irish. The information on the level of service currently available provides the base from which we will make improvements over the period of the scheme.

There is widespread interest in Irish language acquisition skills with 37% of the staff indicating that they wish to attend training courses in Irish and 16% willing to attend training courses outside of office hours.

The demand for services through Irish mainly emanates from all-Irish schools and schools in Gaeltacht areas. While, almost all sections are involved in providing services to the Irish speaking schools, it is not possible to provide a bilingual service with the current language capability within the organisation.

### Factors that will impact on the Scheme

#### (1) Decentralisation

The Department's main offices are already decentralised with offices located in Athlone and Tullamore. The new decentralisation programme will relocate the remaining Dublin offices to Mullingar and Athlone. If published results from the Central Applications Facility are realised, the Department will see a turn-over of over 90% of staff. Ensuring that a fluent Irish speaker within the Department can be replaced by a person equally well versed in the language is not something that can be controlled. The

\* Please note 18% of total respondents did not reply to this question



Ghailge na Roinne a ídiú a thuilleadh, agus tá an acmhainn sin cúng go leor mar atá sé.

## **(2) Earcaíocht don tSeirbhís Phoiblí**

Is í an tSeirbhís um Cheapacháin Phoiblí soláthróir lárnach seirbhísí earcaíochta, measúnaithe agus roghnaithe don Státseirbhís. Faoi láthair earcaíonn an Roinn foireann riaracháin ag leibhéal iontrála tríd an tSeirbhís um Cheapacháin Phoiblí agus níl an Ghailge riachtanach do dhul isteach sa Státseirbhís. Déanfaidh an Roinn athbhreithniú ar earcaíocht a foirne riaracháin le linn na céad scéime trí bliana.

existing Irish language base of the Department's staff, which could not be regarded as extensive, may be eroded by decentralisation.

## **(2) Public Service Recruitment**

The Public Appointments Service is the centralised provider of recruitment, assessment and selection services for the Civil Service. This Department currently recruits entry level administrative staff through the Public Appointments Service and Irish is not an entry requirement to join the Civil Service. The Department will review its recruitment of administrative staff during the course of the first three year scheme.

## Caibidil 2: Soláthar Seirbhísí/Gníomhaíochtaí Ginearálta na Roinne

Déanann an chaibidil seo cur síos ar na seirbhísí atá ar fáil trí Ghaeilge do dhaoine a mbíonn teagmháil acu leis an Roinn trínár gcóras teileafóin nó trínár n-oifigí poiblí. Tá eolas ar na seirbhísí a sholáthraíonn an Roinn ar fáil go leictreonach nó trí mheán bileoga nó foilseachán eolais. Léirítear thíos na feabhsúcháin atá ar intinn a dhéanamh do chumarsáidí scríofa agus cumarsáidí béil fad is a mhaireann scéim 2005 – 2008.

### Modhanna Cumarsáide leis an bPobal

#### Seirbhís Teileafóin

##### Fiafraithe Ginearálta

Agus 3% de bhaill na foirne riaracháin in ann comhrá trí Ghaeilge, ní féidir freagra a thabhairt láithreach do ghlaonna as Gaeilge ach nuair atá sé ar chumas na foirne a leithéid a dhéanamh.

Sa chás nach bhfuiltear in ann sin a dhéanamh, geallfaimid glaoc ar ais taobh istigh de 1 lá oibre amháin.

#### An Feabhsúchán atá Curtha Romhainn

Le linn tréimhse na scéime seo tacóimid leis an tseirbhís seo trí uimhir teileafóin tiomnaithe a sholáthar d'fhiafraithe as Gaeilge.

##### Fógraí Béil ar an Teileafóin

Tá fógra béil dátheangach againn ar an lasc-chlár. Beidh teachtaireachtaí phostghlór duine faoi leith dátheangach áit a bhfuil an duine sin in ann seirbhís a sholáthar trí Ghaeilge.

#### Oifigí Poiblí na Roinne

##### Fáilte

Tá seirbhísí fáilte ag an Roinn sna príomhoifigí in Áth Luain, i mBaile Átha Cliath agus i dTulach Mhór. Tá an tseirbhís seo ar fáil go dátheangach faoi láthair in oifigí Áth Luain agus Bhaile Átha Cliath.

#### An Feabhsúchán atá Curtha Romhainn

I rith 2005 – 2008, leathfaimid an tseirbhís dhátheangach fáilte do chustaiméirí in Oifig Thulach Mhóir trí theagmhálaí a chur ar fáil do lucht labhartha na Gaeilge nuair a bhuaileann isteach inár n-oifigí.

##### Oifigí Réigiúnacha na Roinne

Tá na hOifigí Réigiúnacha a bunaíodh le déanaí ina n-ionad teagmhála d'eolas agus comhairle don phobal ar

## Chapter 2: Provision of General Departmental Services/Activities

This chapter describes the services available through Irish for people who come in contact with the Department either through our phone system or through our public offices. Information on the services provided by the Department is available either electronically or by means of information leaflets or publications. The planned improvements to written and oral communications over the lifetime of the 2005 – 2008 scheme is identified.

### Means of Communication with the Public

#### Telephone Service

##### General Queries

With 3% of the administrative staff in the Department able to communicate in Irish, it is only possible to respond immediately to callers in Irish where staff have the language capacity to do so.

For an Irish call that cannot be responded to immediately in Irish, we will offer to have the call returned within 1 working day.

#### Planned improvement

During the period of this scheme we will support this service by providing a dedicated telephone number for queries in Irish.

##### Oral Announcements by Telephone

Our oral announcement at the switchboard is bilingual. Individual voicemail messages will be bilingual where the individual can provide a service through Irish.

#### Public Offices of the Department

##### Reception

The Department has reception services in the main offices in Athlone, Dublin and Tullamore. This service is currently available bilingually in the Athlone and Dublin Offices.

#### Planned improvement

During 2005 – 2008, we will extend the bilingual reception service to the Tullamore Office by providing a contact for Irish speaking customers who call into the offices.

##### Regional Offices of the Department

The recently established Regional Offices are a single point of contact for information and advice to the public on



na seirbhísí oideachais atá le fáil i ngach limistéar. Déanann siad ionadaíocht don Roinn ar chomhlachtaí cuí réigiúnacha agus áitiúla, agus bíonn siad ina mbealach cumarsáide ar cheisteanna a bhaineann le hoideachas idir an Roinn agus páirtithe taobh amuigh di.

An Oifig Réigiúnach Tuaisceartach i gCorcaigh agus an Oifig Réigiúnach Iar-thuaisceartach i Sligeach, soláthraíonn siad seirbhísí dátheangacha.

### **Soláthraíonn na hoifigí seo leanas seirbhísí trí Bhéarla**

Stiúrthóireacht Réigiúnach – Baile Átha Cliath

Oifig Réigiúnach Chill Dara Chill Mhanntáin – An Nás

Oifig Réigiúnach Lár-Tíre – An Muileann Cearr

Oifig Réigiúnach an Oirdheiscirt – Port Láirge

Oifig Réigiúnach an Lár-Iarthair – Luimneach

Oifig Réigiúnach an Oirthuaiscirt – An Uaimh

Oifig Réigiúnach Chontae Bhaile Átha Cliath Theas – An Tamhlacht

Oifig Réigiúnach an Iarthair – Gaillimh

#### **An Feabhsúchán atá Curtha Romhainn**

I rith 2005 – 2008, ceapfaimid ball amháin den fhoireann chun seirbhís fháilte dhátheangach a thabhairt in Oifig Réigiúnach an Iarthair i nGaillimh, in Oifig Réigiúnach an Oir-Thuaiscirt san Uaimh, agus in Oifig Réigiúnach Chontae Bhaile Átha Cliath Theas i dTamhlacht, nó cuirfimid breis oiliúna ar an fháilteoir atá ann cheana.

### **Faisnéis don Phobal**

Eisíonn an Roinn faisnéis do bhunachar éagsúil chustaiméirí. Ullmhaítear faisnéis ar an Roinn i mBéarla agus is é seo an leagan den bhfaisnéis a úsáidtear chun críche mínithe. Déanaimid ár ndícheall aistriúcháin Ghaeilge den scoth dár bhfaisnéis a chur ar fáil. Tá sé de pholasaí ag an Roinn faisnéis a fhoilsiú go leictreonach ar ár suíomh gréasáin ag [www.education.ie](http://www.education.ie). Tá níos mó ná 2,500 doiciméad ar ár suíomh gréasáin faoi láthair agus 18% díobh le fáil as Gaeilge.

#### *Ciorcláin*

Déanann an Roinn cumarsáid le scoileanna trí mheán ciorclán. Foilsítear iad seo go leictreonach chomh maith, agus tá 40% de na ciorcláin ar ár suíomh gréasáin le fáil as Gaeilge agus Béarla araon.

#### **An Feabhsúchán atá Curtha Romhainn**

I rith 2005 – 2008, cuirfimid leagan Gaeilge ar fáil de gach ciorclán nua a scaiptear ar bhunscoileanna.

education services available in each area. Regional Offices also represent the Department on appropriate regional and local bodies, communicating information on education issues to and from the Department.

Bilingual services are provided by the Southern Regional Office in Cork and the North Western Regional Office in Sligo.

### **Service through English is provided by the following offices**

Regional Directorate – Dublin

Kildare Wicklow Regional Office - Naas

Midlands Regional Office - Mullingar

South Eastern Regional Office – Waterford

Mid-Western Regional Office – Limerick

North Eastern Regional Office - Navan

Dublin South County Regional Office – Tallaght

Western Regional Office – Galway

#### **Planned improvement**

During 2005 – 2008, we will assign or upskill one member of staff to provide a bilingual reception service in the Western Regional Office in Galway, The North Eastern Regional Office in Navan, and the Dublin South County Regional Office in Tallaght.

### **Information to the Public**

The Department issues information to a diverse customer base. Information in the Department is prepared in English and this is the version of the information used for interpretation purposes. Every effort is made to provide quality Irish translations of our information. It is the policy of the Department to publish information electronically on our website at [www.education.ie](http://www.education.ie). There are, currently, over 2,500 documents on the website with 18% available in Irish.

#### *Circulars*

The Department communicates with schools by means of circulars. These are also published electronically with 40% of circulars on our website available in both Irish and English.

#### **Planned improvement**

During 2005 – 2008, we will provide an Irish version of all new circulars that issue to primary schools.

### *Foilseacháin Chorpraithe*

Foilsíonn an Roinn roinnt foilseachán corpraithe gach bliain. Faoi réir Acht na dTeangacha Oifigiúla, leanfaimid orainn ag soláthar leagan Gaeilge de gach foilseachán corpraithe. Cuirtear na foilseacháin seo amach chuig na Comhpháirtithe Oideachais agus faigheann níos mó ná 4,000 scoileanna cóipeanna de na foilseacháin chorpraithe. Cuirtear leaganacha Gaeilge de dhoiciméid chuig na Gaelscoileanna agus na scoileanna Gaeltachta, ar ndóigh, agus bíonn siad ar fáil do scoileanna eile ach iad a iarraidh.

#### **An Feabhsúchán atá Curtha Romhainn**

Go ginearálta, foilsítear an leagan Gaeilge agus an leagan Béarla i diaidh a chéile, ach i gcaitheamh scéime 2005 – 2008 tosóidh an Roinn diaidh ar ndiaidh ag cur amach dlúthdhioscaí leis an leagan Gaeilge agus an leagan Béarla orthu.

### *Foilseacháin*

Tá an Roinn freagrach as pleanáil agus soláthar cóiríocht scoile agus dá réir sin tá sí gafa le bainistíocht tionscadal móra tógála. Mar thaca don gclár seo tá sraith de ábhar teoraithe teicniúla ann maraon le doiciméadú de leithéid Líniochtaí Ailtireachta, Billí Cainníochtaí, agus Iarratais ar Thairiscintí, &rl. De bhrí go bhfuil siad casta, teicniúil leanfar de na doiciméid seo a chur ar fáil i mBéarla amháin chomh fada agus a mhaireann an chéad scéim.

De ghnáth, is i mBéarla amháin a bhíonn fáil ar doiciméid taighde, tuairiscí coistí, moltaí meitheal oibre agus doiciméid eile a úsáidtear go himheánach nó a scaiptear i measc na gComhpháirtithe Oideachais.

#### **An Feabhsúchán atá Curtha Romhainn**

I rith 2005 – 2008, cuirfimid leagan Gaeilge ar fáil de dhoiciméid neamh-theicniúla a scaiptear ar bhunscoileanna.

### *Bileoga Eolais*

Cuireann an Roinn bileoga eolais ar fáil do ghrúpaí éagsúla custaiméirí. Bíonn na bileoga seo i mBéarla de ghnáth. Eisiúnn an tSeirbhís Náisiúnta Síceolaíochta Oideachais a mbileoga eolais go léir i mBéarla agus i nGaeilge.

#### **An Feabhsúchán atá Curtha Romhainn**

I rith 2005 – 2008, cuirfimid leagan Gaeilge ar fáil de gach bileog eolais nua a scaiptear ar bhunscoileanna.

### *Corporate Publications*

The Department publishes a number of corporate publications on an annual basis. In accordance with the Official Languages Act, we will continue to provide an Irish version of all corporate publications. These publications are sent to the Education partners with over 4,000 schools receiving copies of corporate documents. Irish versions of documents are sent, as a matter of course, to the all-Irish schools or schools in the Gaeltacht areas and are available to others on request.

#### **Planned improvement**

Generally, Irish and English versions are published separately but over the 2005 – 2008 scheme, the Department will move towards issuing CDs with both Irish and English versions available.

### *Publications*

The Department is responsible for the planning and provision of school accommodation and consequently involved in the management of major building projects. In support of this programme there is a series of technical guidance material and documentation such as Architectural Drawings, Bills of Quantities, and Requests for Tenders, etc. Due to the complex technical nature of this documentation they will continue to be in English only during the life-time of the first scheme.

Research documents, reports of committees, working groups, proposals and other documents for internal use or for dissemination to the Education partners are generally available in English only.

#### **Planned improvement**

During 2005 – 2008, we will provide an Irish version of non-technical documents that are circulated to primary schools.

### *Information leaflets*

The Department produces Information leaflets for various customer groups. These information leaflets are generally available in English. All information leaflets issued by the National Educational Psychological Service (NEPS) are issued in Irish and English.

#### **Planned improvement**

During 2005 – 2008, we will provide an Irish version of all new information leaflets that are circulated to primary schools.

### *Foirmeacha Iarratais*

Eisíonn an Roinn foirmeacha iarratais i gcomhair réimse seirbhísí, de leithéid luathscor do mhúinteoirí, éilimh ionadaíochta do scoileanna, iarratais ar chuimsiú tionscadal beaga tógála i scéim na nOibreacha Samhraidh, &rl. Go hiondúil, bíonn na foirmeacha iarratais ar fáil i mBéarla.

#### **An Feabhsúchán atá Curtha Romhainn**

I rith 2005 – 2008, cuirfidid leagan Gaeilge ar fáil de na foirmeacha iarratais do na seirbhísí seo leanas:

- Seirbhís Phárolla do Bhunscoileanna, Meánscoileanna, Scoileanna Pobail, Scoileanna Cuimsitheacha – Rannán Párolla
- Seirbhísí Riaracháin Bunscoile
- Seirbhísí Pearsanra d'fhoireann múinteoireachta agus foireann eile a fhostaítear ag leibhéal Bunscoile.

Déanfar cur i bhfeidhm na dtionscnamh ríomhsheirbhísí Rialtais agus tabhairt isteach na bhfoirmeacha iarratais ar-líne, a dhéanfar in éineacht leis sin, ar bhonn dátheangach. An chéad tionscnamh den sórt sin, gabháil ar-líne bhunachair éileamh tuarastal d'fhoireann múinteoireachta agus foireann eile a fhostaítear i mbunscoileanna, déanfar é a phíolótú i 2006.

### *Pacáistí Acmhainne agus Físeáin*

Ní bhíonn eolas i bhfoirm pacáistí acmhainne agus físeáin ar fáil ach i mBéarla amháin de ghnáth mar gheall ar chostas foilseacháin líon beag pacáistí acmhainne agus tairgthe físeáin i nGaeilge.

#### **An Feabhsúchán atá Curtha Romhainn**

I rith 2005-2008, measúnóimid féidearthacht pacáistí acmhainne a aistriú go Gaeilge do chlár scoileanna.

### *Preaseisiúintí*

Faoi láthair, cuirtear preaseisiúintí amach as Béarla.

#### **An Feabhsúchán atá Curtha Romhainn**

I rith 2005 – 2008, cuirfidid amach leaganacha Gaeilge de phreaseisiúintí a fhógraíonn scéimeanna nua nó athruithe polasaí.

### *Óráidí nó Ráitís*

Óráidí nó ráitís a thugann Airí, na cinn a thugtar san Oireachtas ina measc, nó óráidí a thugann oifigigh sinsearach, cuirfear ar fáil i dteanga(cha) a dtabhartha iad.

### *Application forms*

The Department issues application forms for a range of services, such as early retirement for teachers, school substitution claims, applications for inclusion of small scale building projects in the Summer Works scheme, etc. Application forms are generally available in English.

#### **Planned improvement**

During 2005 – 2008, we will provide an Irish version of application forms for the following services:

- Payroll Service for Primary, Secondary, Community and Comprehensive Schools - Payroll Division
- Primary Administration Services
- Personnel Services for teaching and non-teaching staff employed at the Primary level.

The implementation of e-Government initiatives and the accompanying introduction of on-line application forms will be on a bilingual basis. The first such initiative, the on-line capture of salary claim data for teaching/non teaching staff employed in schools, will be piloted in 2006.

### *Resource Packs and Videos*

Information in the form of resource packs and videos are generally available in English only due to the cost implications of publishing a small quantity of the resource packs and production of videos through Irish.

#### **Planned improvement**

During 2005 – 2008, we will assess the feasibility of translating resource packs into Irish for school programmes.

### *Press Releases*

Press releases are currently issued in English.

#### **Planned improvement**

During 2005 – 2008, we will issue Irish versions of press releases that announce new schemes or policy changes.

### *Speeches or Statements*

Speeches or statements, including those in the Oireachtas, by Ministers or speeches by senior officials will be made available in the language(s) in which they are delivered.

## Suíomh Gréasáin

Tá sé de chumas ag an suíomh gréasáin a bheith go hiomlán dátheangach agus casadh ó leathanach Béarla go leathanach Gaeilge nuair a chliceáiltear ar an gcnaipe 'Leagan Gaeilge'. Faoi láthair tá 18% de na doiciméid ar an suíomh ar fáil trí Ghaeilge.

### An Feabhsúchán atá Curtha Romhainn

I rith 2005 – 2008, tá sé d'aidhm againn an céatadán d'ábhar Gaeilge ar ár suíomh gréasáin a mhéadú go 30%.

## Cruinnithe Poiblí

Stiúfar cruinnithe as Béarla. I gcaitheamh na céad scéime, meáfar méid an ghá atá le seirbhísí aistriúcháin do shaghsanna áirithe cruinnithe poiblí ag cur san áireamh an t-éileamh measúnaithe ar na seirbhísí sin.

## Teicneolaíocht na Faisnéise –Seirbhísí mar atá Faoi Láthair agus Seirbhísí atá á bPleanáil

### Seirbhísí Ríomhaire

Tá sé de chúram ar Aonad Theicneolaíocht na Faisnéise seirbhísí ríomhaire na Roinne a sholáthar.

- Trí Bhéarla a bheidh na gnásanna soláthair ar siúl mar a bhí go dtí seo
- Roinnt de na córais ríomhaire ata ag an Roinn faoi láthair, tá siad ag obair ó na nóchaidí luath i leith agus tá uasghrádú déanta orthu níos mó ná uair amháin de réir mar a d'athraigh an teicneolaíocht. Níl sé ar intinn ag an Roinn na córais oidhreachta seo a uasghrádú go stádas dátheangach. De réir mar a thagann córais faoi leith go dtí deireadh a ré agus de réir mar a chuirtear córais eile ina n-áit, caithfear aghaidh a thabhairt ar chur i bhfeidhm córas a bhfuil cumas dátheangach acu
- Taobh amuigh de stáiseaneoireacht phárolla, tá an stáiseaneoireacht ríomhghinte i mBéarla amháin.

### An Feabhsúchán atá Curtha Romhainn

Táimid ag díriú ar lár na bliana 2006 mar spriocdháta do thionscadal píolótach.

## Website

The website has the capacity to be fully bilingual and to switch from an English page to an Irish page by clicking on the 'Leagan Gaeilge' button. Currently 18% of documents on the site are provided through Irish.

### Planned improvement

During 2005 – 2008, we aim to increase the percentage of Irish material on our website to 30%.

## Public Meetings

Meetings will be conducted in English. During the lifetime of the first scheme, consideration will be given to the need for interpretation services for particular categories of public meetings, based on assessed demand.

## IT Services Current and Planned

### Computer Services

The I.T. Unit is responsible for the provision of Department computer services.

- Procurement procedures will continue to be through English
- Some of the Department's existing computer systems have been in operation since the early 1990s and have been through a number of upgrades as the technology has changed. It is not proposed to upgrade these legacy systems to bilingual status. As individual systems come to the end of their life-cycle and have to be replaced, the implementation of systems capable of operating bilingually will be addressed
- With the exception of payroll stationery, computer generated stationery is in English only.

### Planned improvement

On-line services will be delivered in both Irish and English. A pilot project is targeted for mid 2006.

## Caibidil 3: Achoimre ar Sheirbhísí/Gníomhaíochtaí a sholáthraíonn na Rannáin agus na Feabhsúcháin atá ar intinn againn a Dhéanamh orthu

### Réamhrá

Fuarthas amach leis an suirbhé ar fud na Roinne a luadh i gCaibidil 1 cumas na heagraíochta faoi láthair seirbhísí a chur ar fáil trí mheán na Gaeilge. Ós rud é go bhfuil an chuid den fhoireann riaracháin a bhfuil líofacht sa Ghaeilge acu faoi bhun 3% den iomlán, níl an cumas ann seirbhísí chuimsitheach dhátheangach a chur ar fáil.

Tagann formhór an éilimh ar sheirbhísí trí mheán na Gaeilge ó Ghaelscoileanna agus scoileanna Gaeltachta, timpeall agus 7% dár mbunachar custaiméirí. Teastaíonn eolas leathan chun an réimse éagsúil, teicniúil seirbhísí a thugtar do na scoileanna seo a chur ar fáil, rud nach mbeadh ag rannóg tiomnaithe Gaeilge. Theastódh achar fada ón bhfoireann atá ceapaithe don obair seo scileanna sa Ghaeilge a fhoghlaim a bheadh ar aon dul leis an gcaighdeán sa Bhéarla.

Tá sé mar thosaíocht ag an Roinn, sa chéad scéim, seirbhísí Ghaelach a fhorbairt insna rannóga a sholáthraíonn seirbhísí riaracháin do bhunscoileanna.

### Seirbhísí do Scoileanna

Tá sé de chúram ar an Roinn riachtanais fhoirne a bhainistiú in iarbhunscoileanna agus i mbunscoileanna. Is é an Bord Bainistíochta i scoil faoi leith a cheapann na baill foirne agus is iadsan na fostóirí. Soláthraíonn an Roinn réimse cuimsitheach seirbhísí, tacaí airgeadais agus curaclaim ina measc, chun cuidiú le scoileanna oideachas den scoth a chur ar fáil. Tugann an Roinn faoi deara na riachtanais atá ann maidir le hoideachas múinteoirí agus tugann sí tosaíocht dóibh i gcomhairle leis na páirtithe leasmhara go léir. Measúnaíonn sí chomh maith eiseamláirí nua de fhorbairt ghairmiúil. Bainistíonn an Roinn an clár foirgníochta caipitil ar a n-áirítear scoileanna nua, forleathnuithe ar fhoirgnimh scoile agus athnuachan foirgneamh scoile atá ann cheana.

### Seirbhísí riaracháin do Scoileanna a sholáthraítear trí Bhéarla amháin faoi láthair

Ós rud é nach bhfuil ach céatadán beag den bhfoireann sa ghráid riaracháin líofa sa Ghaeilge faoi láthair, níl seirbhísí aon-le-haon do scoileanna le fáil ach i mBéarla amháin.

**An Rannán Párolla** Oibríonn an rannóg seo córas párolla do níos mó ná 60,000 foireann scoile.

## Chapter 3: Summary of Services/Activities provided by Divisions and Planned Improvements

### Introduction

The Department-wide survey referred to in Chapter 1 established the current capacity of the organisation to provide services through the medium of Irish. With less than 3% of administrative staff proficient in the language, there is not the capacity to provide a comprehensive bilingual service.

The demand for service through Irish is mainly from all-Irish schools and schools in the Gaeltacht, approximately 7% of our school customer base. The diverse and technical range of services provided to these schools requires a breadth of knowledge that could not be accommodated by a dedicated Irish speaking section. It will take considerable time for designated staff to acquire Irish language skills at a level commensurate with the standard of English.

It is the priority of the Department, in the first scheme, to develop an Irish service in the sections providing school administration and services to primary schools.

### Services to Schools

The Department is responsible for managing the staffing requirements of primary and post-primary schools. The Board of Management of the individual schools employ staff directly and are the employers. We provide a comprehensive range of services including financial and curricular supports to enable schools deliver a high quality education. The Department identifies and prioritises teacher education needs in consultation with all relevant parties. It also evaluates new models of professional development. The Department administers the capital building programme, including new schools, extensions to existing schools and the refurbishment of existing buildings.

### Administrative services to Schools currently provided through English only

As the current percentage of fluent Irish speakers in administrative grades is low, one-to-one services to schools are provided through English only.

**The Payroll Division** operates the payroll system for over 60,000 school staff.



### **Na Rannóga Riarachán Bunoidreachais agus**

**Iarbunoidreachais** Cuireann na rannóga seo réimse cuimsitheach seirbhísí ar fáil do scoileanna agus seirbhísí i gcomhair soláthar foirne scoile ar fáil do Choistí Gairmoideachais.

**An Rannóg Oideachais Speisialta** Leithdháileann an rannóg seo acmhainní chun tionscnaimh polasaí a thacú i dtaca le páistí a bhfuil riachtanais speisialta oideachais acu.

**An tAonad um Chuimsiú Sóisialta** Déanann an tAonad seo polasaithe agus clár a bhaineann le cuimsiú sóisialta a chomhordú.

**An Rannóg Iompair Scoile** Riarann an rannóg seo an tseirbhís iompair scoile (a oibríonn Bus Éireann) do na micléinn faoi théarmaí scéimeanna éagsúla.

**Aonad na bPinsean** Riarann an tAonad seo an scéim phinsin do mhúinteoirí i mbunscoileanna, in iarbunscóileanna, agus i scoileanna pobail agus scoileanna cuimsitheacha agus do Chúntóirí Riachtanas Speisialta.

**Rannóg Caidrimh na Foirne Eachtraí** Cuireann an rannóg seo cleachtas maith chun cinn maidir le caidrimh oibreachais ar fud na hearnála oideachais. Déanann sé monatóireacht ar chur i bhfeidhm an chlár oibre chun an earnáil oideachais a thabhairt suas chun dáta mar atá leagtha amach i gComhaontais Páirtíochta Sóisialta.

**An Rannóg Phleanála Scoileanna** Tá an rannóg seo i gcúram seirbhísí pleanála i gcomhair sholáthar scoileanna agus cóiríocht shealadach.

**An tAonad Tógála Scoileanna** Tá an rannóg seo i gcúram riarachán an Chlár Tógála Scoileanna.

### **Na Feabhsúcháin atá Curtha Romhainn**

Le linn na céad scéime, forbróidh an Roinn, i gcomhar leis an bhfoireann, clár chun tosaíocht a thabhairt do sheirbhísí a chur ar fáil trí Ghaeilge do na rannóga seo leanas a sholáthraíonn seirbhísí do bhunscoileanna:

- Rannán Párolla
- Riarachán Bunscoile

Cuimseoidh an clár seo oiliúint spriocdhírthe teanga agus cur suas acmhainne Gaeilge ar an inlín ar a mbeidh bunachar inchuadaithe de fhrásanna Gaeilge, téarmaíocht, agus litreacha caighdeánacha a bhaineann leis an réimse sin. Déanfaidh an Roinn monatóireacht agus measúnú ar éifeacht na dtionscnamh seo mar bhealach chun riachtanais Ghaeilge na foirne a shásamh.

**The Primary and Post Primary Administration Sections** provide a comprehensive range of services to schools and VECs for the staffing of schools.

**Special Education Section** allocates resources to support policy initiatives in relation to children with special educational needs.

**Social Inclusion Unit** co-ordinates social inclusion policies and programmes.

**School Transport Unit** administers the school transport service (operated by Bus Éireann) for students under the terms of various schemes.

**The Pensions Unit** administers the pension scheme for teachers in primary, secondary, community & comprehensive schools and for Special Needs Assistants.

**The External Staff Relations Unit** promotes good industrial relations practice throughout the education sector. It monitors the implementation of the modernisation agenda for the education sector as set out in Social Partnership agreements.

**The Planning Section** is responsible for planning services for school provision and temporary accommodation.

**School Building Section** is responsible for the administration of the School Building Programme.

### **Planned improvement**

During the lifetime of the first scheme, the Department will develop, in co-operation with staff, a programme to prioritise the availability of services through Irish for the following sections that provide services to primary schools:

- Payroll Division
- Primary School Administration

This programme will include targeted language training and the setting up of an Irish Language resource on the intranet with a searchable database of Irish Language phrasing, terminology and standard letters applicable to these areas. The Department will monitor and track the success of these training initiatives in meeting the Irish Language requirements of staff.



## Seirbhísí riaracháin a sholáthraítear trí Bhéarla agus trí Ghaeilge

Tá na rannóga seo leanas ábalta seirbhísí aon-le-haon a sholáthar trí Ghaeilge do na seirbhísí seo leanas:

**An tAonad Forbartha Ionchuir.** Is é is cúram don Aonad seo ná maoiniú agus bainistíocht oiliúna ionchuir do mhúinteoirí. Chomh maith leis sin tacaíonn sé agus maoiníonn sé na Lárionaid Oideachais agus na cúrsaí oiliúna do mhúinteoirí insna Coláistí Oideachais. Cuirtear seirbhísí Gaeilge ar fáil chun freastal ar an éileamh atá ann faoi láthair ar chumarsáid fóin, ar chruinnithe agus ar chumarsáid scríofa. Tá ciorcláin agus foirmeacha iarratais ar fáil i nGaeilge agus i mBéarla araon.

**An tAonad Staitistic.** Cnuasaíonn an tAonad seo sonraí d'oideachas in Éirinn agus tuairiscíonn sé orthu. Cuirtear seirbhísí Gaeilge ar fáil chun freastal ar an éileamh atá ann faoi láthair ar sheirbhísí béil agus seirbhísí scríofa. Tá leagan Gaeilge de na foirmeacha iarratais ar fáil do Ghaelscoileanna agus scoileanna Gaeltachta. Cuirtear leagan Gaeilge den fhoirm daonáireamh bunscolaíochta ar fáil do Ghaelscoileanna agus scoileanna Gaeltachta.

## Cigireacht, Measúnú agus Ráthú Caighdeáin

Tá ról mór polasaí ag Cigireacht na Roinne agus is ceann d'fheidhmeanna Cigire é tacaíocht a chur ar fáil i dtaca le foirmlíú polasaí. Feidhm lárnach atá ag an gCigireacht faoi réir an Acht Oideachais 1998 is ea ráthú caighdeáin trína mheasúnú ar scoileanna agus ar an gcóras agus trína ghníomhaíochtaí cigireachta eile. Déanann Cigirí measúnacht ar chur i ngníomh reachtais agus rialachán na Roinne, tugann siad comhairle ina thaobh sin, agus tuairiscíonn siad ar cheisteanna ginearálta a bhaineann lena gcomhlíonadh.

Oibríonn **An Chigireacht** clár meastóireachta agus measúnachta, ar a n-áirítear cigireacht ar scoileanna, ar mhúinteoirí agus ar ábhar, cigireacht ar chláir, cigireacht théamach agus Meastóireacht na Scoile Uile. Comhairlíonn siad scoileanna, múinteoirí agus tuismitheoirí ar chuile ghné de sholáthar an oideachais atá taobh istigh de shainchúram na Cigireachta

### Seirbhísí trí Ghaeilge

Cuireann an Chigireacht seirbhís dhátheangach cigireachta ar fáil do gach scoil aitheanta ag an mbunleibhéal, ina measc scoileanna Gaeltachta agus Gaelscoileanna. Siúd agus gurb í an Ghaeilge an meán cumarsáide insna suímh Gaeltachta agus Gaelscoile, braithfidh an teanga a úsáideann an Chigireacht ag aon am faoi leith ar rogha na háite.

Ag an leibhéal iarbhunscoile, cuireann An Chigireacht seirbhís i gcigireacht na Gaeilge ar fáil. Tá teora leis an gcumas atá ann faoi láthair seirbhís a chur ar fáil trí mheán na Gaeilge i ngach réimse ábhar do scoileanna Gaeltachta nó Gaelscoileanna.

## Administrative services provided through English and Irish

The following sections are currently in a position to provide a one-to-one service through Irish for the following services:

**The Teacher Education Section** is responsible for the funding and management of in-service training for teachers. It also supports and funds the Education Centres and the Colleges of Education teacher training courses. Irish services are provided to meet the current demand for service, for oral communication by telephone, meetings and written communication. Circulars and application forms are available in both Irish and English.

**The Statistics Unit** collect and report on Irish education data. Irish services are provided to meet the current demand for service both oral and written. An Irish version of application forms is available for all-Irish and Gaeltacht schools. An Irish version of the primary census form is provided to all-Irish or Gaeltacht schools.

## Inspection Evaluation and Quality Assurance

The Inspectorate of the Department has a major role in contributing to and supporting policy development. A core function of the inspectorate under The Education Act 1998, is to ensure quality in the education system, through its school and system evaluation and other inspection activities. Inspectors assess and advise on the implementation of legislation and Department regulations and report on compliance issues generally.

The Inspectorate operates an inspection and evaluation programme, including school, teacher and subject inspection, programme inspection, thematic inspection and Whole School Evaluation. They advise schools, teachers and parents on all aspects of educational provision within the Inspectorate's remit.

### Services through Irish

The Inspectorate provides a bilingual inspection service to all recognised schools at primary level including schools in the Gaeltacht and all-Irish schools. While Irish is generally the medium of communication in the Gaeltacht and all-Irish settings, the language used by the Inspectorate at any particular time will be influenced by local preference.

At post-primary level, the Inspectorate provides a service in the inspection of the Irish language. There is a limited capacity, at present, to provide a service through Irish in all subject areas for schools in the Gaeltacht or all-Irish schools.

## Na Feabhsúcháin atá Curtha Romhainn-Seirbhís Dhátheangach Cigireachta do scoileanna

Chun cur le soláthar na seirbhíse dátheangai cigireachta, earcóidh an Roinn Cigirí tríd an tSeirbhís um Cheapacháin Phoiblí do gach réimse seirbhíse, a leanfaidh ar aghaidh le soláthar seirbhíse trí Ghaeilge agus a chuirfidh feabhas air. Athbhreithneoidh an Roinn roghnúcháin agus ceapacháin don Chigireacht d'fhonn:

- Caighdeán níos airde Gaeilge a éileamh uathu siúd a earcaítear don Chigireacht
- Caighdeán níos déine Gaeilge a éileamh uathu siúd a imlonnaítear i limistéir Gaeltachta agus do idirghníomhaíocht le Gaelsoileanna
- Caighdeán níos déine Gaeilge a éileamh uathu siúd a imlonnaítear mar shainbhreithe
- Deimhniú go mbíonn an inniúlacht i réimse ábhar faoi leith ina príomh-riachtanas do roghnúchán Cigirí ag an leibhéal iarbhunscoile, agus ag an am céanna fabhar a thabhairt san iomaíocht d'iarthóirí a bhfuil ar a gcumas feidhmiú sa dá theanga oifigiúil.

Inseimid ainmneacha Cigirí le Gaeilge sa chigireacht iarbhunscoile do na Gaelscoileanna agus do na scoileanna Gaeltachta.

## Seirbhísí Síceolaíochta Oideachais do Scoileanna

Soláthraíonn an tSeirbhís Náisiúnta Síceolaíochta Oideachais seirbhís síceolaíochta oideachais do scoileanna. Is seirbhís í atá bunaithe sna scoileanna den bhformhór agus é d'aidhm aici tacú le múinteoirí agus tuismitheoirí agus iad ag freastal ar riachtanais foghlaimeoirí i scoileanna.

### Seirbhísí trí Ghaeilge

Tá sé mar aidhm ag an tSeirbhís Síceolaíochta seirbhís shásúil a sholáthar trí mheán na Gaeilge insna réimsí bainteacha agus bíonn siad ag obair chun an aidhm sin a bhaint amach. Dúshlán mór é seirbhís chasta, phroifisiúnta, náisiúnta de leithéid na Seirbhíse Síceolaíochta a sholáthar trí mheán na Gaeilge. Déanann an tSeirbhís Síceolaíochta iarracht a dheimhniú go n-úsáidtear téarmaíocht atá comhsheasmhach, soláimhsithe insna leaganacha Gaeilge de dhoiciméid oifigiúla na Seirbhíse Síceolaíochta. Ós rud é nach bhfuil ionstraimí measúnaithe síceolaíochta indibhidiúla ann i nGaeilge leanfar de thrialacha a dhéanamh i mBéarla fad is a mhaireann an scéim 2005 – 2008 ach forlónfar iad le hábhair measúnaithe as Gaeilge atá dá n-ullmhú faoi láthair. Saineofar an teora ama do sholáthar ionstraimí measúnaithe síceolaíochta i nGaeilge sa dara scéim de chuid na Roinne.

## Planned Improvements -Bilingual Inspection Service for schools

To enhance the provision of a bilingual inspection service, the Department, through the Public Appointments Commission, will recruit Inspectors to each area of service who will continue and indeed enhance the delivery of service through Irish. The Department will review the selection and appointments processes to the Inspectorate with a view to:

- Requiring a higher standard of Irish for recruitment to the Inspectorate
- Requiring a more exacting standard of Irish for deployment in Gaeltacht areas and interaction with all-Irish schools
- Requiring a more exacting standard of Irish for specialised deployment
- Ensuring that proficiency in a particular subject area will remain the chief consideration in the selection of inspectors at post-primary, while also awarding a competitive edge to candidates who can function in both official languages.

We will identify contacts for Irish services in the post primary inspectorate for all-Irish and Gaeltacht schools.

## Educational Psychological Services for Schools

The National Educational Psychological Service (NEPS) provides an educational psychological service to schools. It is primarily a school based service with the aim of supporting teachers and parents in meeting the needs of learners in schools.

### Services through Irish

NEPS policy is to work towards realising the objective of providing a satisfactory service through the medium of Irish in the relevant areas. Major challenges arise in trying to provide a complex national professional service such as NEPS through the medium of Irish. NEPS tries to ensure that consistent and user-friendly terminology is used in Irish language versions of official NEPS documentation. In the absence of individual psychological assessment instruments in the Irish Language, tests will continue to be carried out in English during the lifetime of the 2005 – 2008 Scheme but will be supplemented by assessment materials in Irish that are currently being prepared. A timeframe for providing psychological assessment instruments in Irish will be detailed in the Department's second scheme.

## Na Feabhsúcháin atá Curtha Romhainn- Seirbhís Náisiúnta Síceolaíochta Oideachais Dátheangach do scoileanna

Mar chuid de straitéis chun a dheimhniú go soláthraíonn an tSeirbhís Síceolaíochta seirbhís shásúil do Ghaelscoileanna agus scoileanna Gaeltachta, ceadaíonn an próiseas earcaíochta scrúdú speisialta roghnach faoinar féidir marcanna breise a fháil de bharr inniúlacht sa Ghaeilge.

Inseoidimid ainmneacha lucht foirne le Gaeilge sa tSeirbhís Síceolaíochta do na Gaelscoileanna agus na scoileanna Gaeltachta.

### *Seirbhísí Eile le Fáil i mBéarla Amháin*

Cé go gcomhlíonfar na riachtanais reachtúla, beidh roinnt de na seirbhísí le fáil i mBéarla amháin fad is a mhaireann an chéad scéim. Cloífidh na rannóga leis na tiomantais ghinearálta maidir le feabhas a chur ar an leibhéal faisnéise atá le fáil as Gaeilge agus comhlíonfaidh siad na caighdeáin do chumarsáid le custaiméirí as Gaeilge atá leagtha amach i gCaibidil 2. Ar na seirbhísí atá i gceist tá:

- Seirbhísí Tógála do gach earnáil
- Riachtanais Speisialta/Cuimsiú Sóisialta
- Seirbhísí Ardoideachais agus Breisoideachais
- Seirbhísí Polasaí agus Seirbhísí Corparáideacha.

Leathfaimid an acmhainn Gaeilge ar an inlíon céim ar chéim chun na réimsí seo a chuimsiú.

## Planned Improvements - Bilingual National Educational Psychological Service for schools

As part of a strategy to ensure that NEPS provides a satisfactory service to Gaelscoileanna and Gaeltacht schools, the recruitment process allows for a special optional examination attracting additional marks for proficiency in Irish.

We will identify contacts for Irish services in NEPS for all-Irish and Gaeltacht schools.

### *Other Services available in English Only*

While complying with the statutory requirements, a number of services will operate in English only during the lifetime of the first scheme. Sections will meet the generic commitments to improve the level of information available through Irish and will comply with the standards for communicating with customers through Irish set out in Chapter 2. The services provided include:

- Building Services for all sectors
- Special Needs/Social Inclusion
- Further and Higher Education Services
- Policy and Corporate Services.

We will extend the Irish Language resource on the intranet on a phased basis to include these areas.

## Caibidil 4: Moltaí chun soláthar seirbhísí trí Ghaeilge a thacú agus a fheabhsú

Siúd agus go bhfuiltear tar éis na réimsí tosaíochta san earnáil Bhunscoile a shainaithint, tacóidh an Roinn chomh maith le forbairt seirbhísí Gaeilge go ginearálta trí bhreis doiciméad trí Ghaeilge agus breis faisnéise trí Ghaeilge a chur ar fáil ar ár seirbhísí go léir, agus trí fheabhas a chur ar fhreagairt fíafraithe teileafóin trí Ghaeilge agus ar sheirbhísí fáilte trí Ghaeilge. Is iad seo na hAcmhainní Daonna agus na Bearta Oiliúna agus Forbartha a bheadh riachtanach chun tacú le feabhsú agus forbairt na seirbhísí:

### Foireann nua-cheapaithe/sannaithe

Tabharfaimid tosaíocht do fhoireann a bhfuil inniúlacht sa Ghaeilge acu a shannú do rannóga riaracháin a sholáthraíonn seirbhísí do bhunscoileanna sa Ghaeltacht agus do Ghaelscoileanna.

Tar éis a gceapaithe/sannaithe don Roinn, iarrfar ar gach ball foirne ceistneoir a chomhlanú chun a gcaighdeán Gaeilge a fháil amach. Iarrfar orthu chomh maith a rá ar mhaith leo freastal ar oiliúint sa Ghaeilge le linn/taobh amuigh de uaire oifige agus a rá cé chomh toilteanach is atá siad seirbhís a chur ar fáil don phobal trí Ghaeilge. Coinneofar an t-eolas faoi na baill foirne nua atá toilteanach freastal ar oiliúint nó seirbhís a chur ar fáil don phobal trí Ghaeilge ar bhunachar sonraí.

Baill foirne nua atá inniúl agus toilteanach seirbhís a chur ar fáil don phobal trí Ghaeilge, cuirfear sin san áireamh agus iad á sannadh do aonad.

### Oiliúint sa Ghaeilge

Cuirfidh **An tAonad Oiliúna agus Forbartha Foirne** feasacht teanga san áireamh mar chuid de chúrsaí oiliúna Ionduchtúcháin agus Seirbhíse do Chustaiméirí araon, chun a chinntiú gur fios do bhaill foirne na hoibleagáid a chuireann an tAcht ar an Roinn.

- Fostófar Comhairleoir Oiliúna Gaeilge eachtrach chun clár oiliúna a fhorbairt a shásaíonn riachtanais na Roinne.
- Shonraigh an suirbhé baill foirne a bhí toilteanach freastal ar oiliúint le linn uaire oifige. Caithfear measúnú a dhéanamh ar inniúlacht gach oifigigh díobh sa Ghaeilge, chun daoine a bhfuil comhcaighdeán acu a chruinniú le chéile d'fhonn iad a oiliúint.
- Tabharfar oiliúint dóibh siúd a bhfuil an caighdeán is airde acu ar dtús chun cur go tapa leis an líon ball foirne a bhfuil ar a gcumas seirbhís a chur ar fáil don phobal trí Ghaeilge. Cuimseoidh an oiliúint modúil ar scríobh litreacha agus téarmaíocht oifigiúil/teicniúil, a chuirfear suas ar an inlíon ionas gur féidir teacht orthu

## Chapter 4: Proposals to support and enhance the provision of services through Irish

While the priority areas at the Primary sector level have been identified, the Department will also support the development of Irish services generally by increasing the level of Irish documentation and information available on all our services, improvement in the response to telephone queries through Irish and the availability of reception services through Irish. The Human Resources and the Training and Development measures to support the improvement and development of services are as follows:

### Newly appointed/assigned staff

We will prioritise the allocation of staff with a competency in Irish to the administrative sections providing services to primary schools in the Gaeltacht and all-Irish Schools.

Upon appointment/assignment to the Department, all staff will be asked to complete a questionnaire to ascertain their standard of Irish, indicate their interest in attending Irish language training during/outside office hours and willingness to provide a service to the public through Irish. Information on new entrants, willing to attend training/provide a service to the public through Irish will be included in a database.

New recruits with the competence and willingness to deliver a service to the public through Irish, will have this taken into account in their assignment to a unit.

### Irish Language Training

**The Staff Training and Development Unit** will include language awareness as part of both Induction and Customer Service training courses, to ensure staff members are aware of the obligations imposed on the Department by the Act.

- An external Irish Language Training Consultant will be contracted to develop a training programme to meet the Department's needs.
- The survey identified staff willing to attend training during official hours. An assessment of each officer's competence in Irish will need to be conducted, in order to group people of a similar standard together for training purposes.
- We will prioritise training to those requiring the least amount of training to rapidly increase the number of staff capable of providing a service to the public through Irish. Training will include modules on letter writing and official/technical terminology, which will be posted on the intranet for on-going reference. The



arís. Déanfaidh an Roinn monatóireacht agus measúnú ar an gclár Oiliúna Teanga.

- Cuirfidh an Roinn chun cinn go dearfach foghlaim agus feabhsú inniúlacht sa Ghaeilge trí tháill do chúrsaí aitheanta Gaeilge a fhreastal oifigeach orthu ina (h)am féin a aisíoc, agus leanfaidh an Roinn de chúrsaí Gaeilge Ghaeileagras a chur chun cinn ag an am céanna. Foireann a fhreastalaíonn ar chúrsaí dá leithéid, déanfar a n-oiliúint a fhorlónadh trí mhodúil a thabharfar go himhneach le linn uaire oifige, i dtaca le téarmaíocht oifigiúil/teicniúil, scríobh litreacha &rl.

Tacóidh **Rannán na Seirbhísí Corporáideacha** le cur i bhfeidhm an Achta agus

- Déanfaidh sé beart chun comhlíonadh na bhforálacha sin d'Acht na dTeangacha Oifigiúla atá tagtha i ngníomh a dheimhniú
- Déanfaidh sé monatóireacht ar chur i bhfeidhm scéim trí bliana na Roinne faoi Acht na dTeangacha Oifigiúla agus ar na costais a ghabhfaidh leis
- Tabharfaidh sé faisnéis agus comhairle do bhaill foirne
- Déileálfaidh sé le comhfhreagras/ceisteanna Dála/gearáin/iarratais ó na meáin chumarsáide maidir le hAcht na dTeangacha Oifigiúla
- Comhordóidh sé Seirbhísí Aistriúcháin ar ardchaighdeán
- Socróidh sé seirbhísí aistriúcháin as Gaeilge do chruinnithe poiblí áit a bhfuil gá leo
- Méadóidh sé ar úsáid méara eolais dátheangacha ar fud oifige na Roinne
- Forbróidh sé acmhainní Gaeilge ar an infon
- Oibreoidh sé leis an Aonad Oiliúna agus Forbartha Foirne agus le rannóga chun cúrsaí oiliúna Gaeilge a chur in oiriúint do rannóga faoi leith.

### **Tacú le Cur i bhfeidhm na Scéime ar fud na Roinne**

Agus Acht na dTeangacha Oifigiúla agus an scéim dá gcur i bhfeidhm tacóidh an Roinn leis an bhfoireann trí:

- Fochoiste Comhpháirtíochta a bhunú chun tacú le Foghlaim na Gaeilge sa Roinn
- Leanúint le faisnéis a chur ar fáil don bhfoireann i dtaobh ceanglas an Achta
- Leanúint le seisiúin faisnéise ar cheanglais an Achta a chur ar fáil de réir mar is gá.

Department will monitor and track the success of the Language training programme.

- The Department will also positively promote the acquisition and development of competence in the Irish language by refunding fees for recognised Irish courses pursued in an officer's own time, while continuing the promotion of Irish language courses conducted by Gaeleagras. Staff attending such courses will have their training supplemented by modules delivered in-house during official hours, in relation to official/technical terminology, letter writing etc.

**The Corporate Services Division** will support the implementation of the Act and

- Take steps to ensure compliance with those provisions of the Official Languages Act that have been commenced
- Monitor the implementation of the Department's three year scheme under the Official Languages Act and the associated costs
- Provide information and advice to staff
- Deal with any correspondence/PQs/complaints/media requests relating to the Official Languages Act
- Co-ordinate quality Translation Services
- Arrange interpretation services through Irish for public meetings where there is a requirement
- Increase the use of bilingual sign posting throughout the Department's Offices
- Develop Irish Language resources on the intranet
- Work with the Training and Development unit and with sections to customise Irish Language Courses.

### **Support for Implementation of Scheme throughout the Department**

The Department will support staff in the implementation of the Official Languages Act and scheme by:

- Setting up a Partnership Subcommittee to support Irish Learning in the Department
- Continuing to provide information to staff on requirements under the Act
- Continuing to provide briefing sessions on the requirement of the Act as required.

## Caibidil 5: Monatóireacht agus Poibliú na Scéime

Déanfaidh gach bainisteoir rannóige monatóireacht ar an gcaoi a bhfuil tiomantais na scéime dá gcur i bhfeidhm agus deimhneoidh sé/í go bhfuiltear ag cloí leis na tiomantais. Tuairisceoidh Rannán na Seirbhísí Corporáideacha ar chur i bhfeidhm na scéime don Fochoiste Comhpháirtíochta agus do bhainistíocht shinsearach gach bliain.

Poibleofar an méid atá sa scéim don phobal trí chéile trí:

- Poibliú ar suíomh gréasáin na Roinne
- Scaipeadh do chomhlachtaí agus áiseanna cuí
- Scaipeadh do na Comhpháirtithe Oideachais
- Scaipeadh dóibh siúd a rinne aighneachtaí don Roinn.

Cuirfear cóip den scéim seo ar aghaidh chomh maith chuig Oifig Choimisinéir na dTeangacha Oifigiúla.

## Chapter 5: Monitoring and Publicising the Scheme

Each line manager will monitor the operation of the scheme commitments and ensure that the commitments are being met. The Corporate Services division will report on the implementation of the scheme to the Partnership Committee and to senior management on an annual basis.

The contents of the scheme will be publicised to the general public by:

- Publication on the Department's website
- Circulation to appropriate bodies and agencies
- Circulation to the Partners in Education
- Circulation to those who made submissions to the Department.

A copy of this scheme will also be forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.